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HOD – I.T		Chief Executive Officer

1.0   Vision:

Vision of Apollo Hospital, Secunderabad Information Management is the creation of an information architecture, which transforms the delivery of heath care from a process which generates data to a process which utilizes information to achieve better clinical and organizational performance outcomes. The driving force behind hospital's vision is the provision of patient care; education and research utilizing an electronic (paperless) medical record that will serve as the primary source of information from which Hospital's functions revolve.

To achieve this vision, Apollo Hospital, Secunderabad is developing, planning and improving a number of organizational-wide information management processes to meet both internal and external needs. This involves:

- Ensuring timely and easy access to appropriate information throughout the hospital
- Improving data accuracy
- Balancing requirements of security and ease of access
- Using aggregate and comparative data to pursue opportunities for improvement
- Redesigning information-related processes to improve efficiency
- Increasing collaboration and information sharing to enhance patient care

Our long-term goal is to be able to obtain, manage and utilize information to improve not only patient outcomes, but individual, departmental, hospital and system performance in patient care, management, research, education and support processes.

2.0   Mission:

"Our mission is to bring healthcare of international standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity."

3.0   The purpose of the Information Management Plan (IMP) is to describe the processes utilized to obtain, manage and use information to enhance and improve individual and organizational performance in patient care, governance, management and support processes. The assessment considered the following:

- The organization's type, structure, size and complexity.
- The individuals/groups whom the function is serving or will serve.
- The support needed for planning purposes.
- The support needed for education services and any research activity; any national and state guidelines for data set parity and connectivity in interfacing information systems.
- The requirements for internal and external transmission of data/information.
- Longitudinal data/information reporting needs.

- The requirements for internally and externally generated data/information to support continuous improvements in performance.

- The requirements for comparing the organization's performance with internal past performance, with that of other organizations, and with information from the literature.

- The appropriateness of various technologies.

- The costs of various technologies.

- The need to support customer and supplier relationships.

- The analysis of resource use for patients with particular clinical problems to enhance the cost-effectiveness of care.

Objectives of the Information Management Plan:

- Improve the decision-making capabilities of clinicians, managers, professional staff, the patients and their families.

- Enable timely and efficient access and information sharing between distributed systems, such as laboratory, pharmacy, physicians billing, radiology, etc.

- Provide better patient care tools for physicians and nurses, such as improved ability to track patients and their records.

- Improve the accuracy and integrity of the data.

- Delineate the method of achieving the balance of proper levels of security and ease of access.

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- Describe the use of aggregate data, along with external knowledge-based and comparative data, to pursue opportunities for improvement.

- Delineate important information-related processes to improve efficiency.

- Develop the integration of financial and clinical data to improve the management, efficiency and quality of patient care.

- Facilitate the achievement of the organization's vision and strategic initiatives through timely and effective access of data for improved decision-making.

- Provide timely data for effective negotiation in addressing fiscal issues associated with patient care.

CUSTOMERS OF INFORMATION AND INFORMATION REPORTING

Customers of Information:

There are multiple users of information produced by Apollo Hospital, Secunderabad. Based on the assessment, surveys and committee findings, listed below are some of customers of information provided:

- Community
- Employees
- Governing Board
- Patients

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- Patient family members
- Physicians

- Nurses
- Dieticians
- Physiotherapists
- Visitors

2.0   Information Reporting:

A.   Voluntary Reporting

B.   Regularly Reporting

   Government of India

   Government of Andhra Pradesh

   Income Tax Office

   Registrar of Births and Deaths

MANAGEMENT OF INFORMATION PLAN EDUCATION STRATEGY

Apollo Hospital Secunderabad .staff who generate, collect, analyze data/information shall be educated and trained in the principles of information management. Training in the use of departmental software programs is provided to new department staff in order to meet the essential functions of

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their job descriptions. Additional training shall be provided as necessary. These individuals shall be educated and trained to enable them to:

- Understand security and confidentiality of data/information.

- Assist in use of data/information in decision-making.

- Assist in interpreting data.
- Collect unbiased data.
- Educate and support the participation of patients and family in care processes.
- Assess and improve patient care processes over time through the use of indicators.
- Search the literature (knowledge-based information), to assess the value of collected information and procure that needed to interpret data, assist in decision-making and provide educational resources.